

WHAT IS CLAIMED IS:

- 1 1. A method comprising:
2 specifying one or more actions corresponding to a specified procedure and, for
3 each specified action, one or more resources associated with the action;
4 indicating an action order, including indicating whether two or more of the
5 specified actions are to be performed in an order-dependent manner or in an order-
6 independent manner;
7 presenting the specified actions to a user in a presentation format; and
8 enabling the user to perform the specified action by providing access to the
9 resources associated with the specified procedure.
- 1 2. The method of claim 1, wherein the specified actions are identified by a process
2 pattern associated with the specified procedure.
- 1 3. The method of claim 1, further comprising:
2 identifying one or more common action patterns ;
3 abstracting each reusable common action pattern; and
4 providing a template including the abstracted patterns for the specified procedure
5 based on business context.
- 1 4. The method of claim 3, further comprising enabling the user to modify the template
2 with ad-hoc collaboration actions based on work practice for a particular business
3 scenario.
- 1 5. The method of claim 3, further comprising automatically adapting the template
2 based on collaborative filtering or history tracking.
- 1 6. The method of claim 1, wherein the action makes a process pattern plug&execute
2 by launching web-based services with semantics and functionality.

1 7. The method of claim 1, further comprising introducing rules and pre-configuring
2 ad-hoc coordination patterns to handle exceptions and dependencies within actions.

1 8. The method of claim 7 further comprising providing a hybrid service that
2 encapsulates transactional enterprise services and the related exception handling.

1 9. The method of claim 1 wherein an action launches an enterprise service directly or
2 dissolves the service through a request to an UDDI server.

1 10. The method of claim 1 further comprising instantiating a sub-procedure from the
2 specified procedure.

1 11. The method of claim 10 wherein the specified procedure controls the sub-procedure
2 including stopping, freezing and waiting for the sub-procedure.

1 12. The method of claim 1 wherein the actions are grouped into phases.

1 13. The method of claim 12 wherein a navigation model includes a phase indicator to
2 navigate by phases of the procedure and display of actions and deliverables associated
3 with the phase.

1 14. The method of claim 12 wherein the completion of a phase is a gate in a process
2 that requires satisfaction of conditions from a higher level semantic before completion of
3 the phase.

1 15. The method of claim 1 further comprising enabling a user to include ad-hoc
2 collaboration actions.

1 16. The method of claim 15 wherein the ad-hoc collaboration actions comprise
2 delegating a procedure or portion thereof, delegating an action that has been started,
3 requesting approval, requesting a review or getting an opinion of another user.

1 17. The method of claim 1 further comprising associating deliverables, contributors and
2 resources with an action.

1 18. The method of claim 17 further comprising providing displays for tracking the
2 status of deliverables, contributors, resources, metrics, accomplish view, forecast view,
3 procedure tree view or delta view.

1 19. The method of claim 18 wherein the metrics comprise frequency of use, average
2 temporal duration, efficiency, number of breakdowns, iterations and quality of outcome.

1 20. The method of claim 18 wherein the accomplish view comprises new deliverables,
2 completed steps, steps started but not yet completed or the difference between two action
3 completion dates.

1 21. The method of claim 18 wherein the delta view provides a display comprising the
2 differences between an accomplish from a first time and an accomplish view from a
3 second time.

1 22. The method of claim 18 further comprising displaying a dashboard to display or
2 link to the tracking displays.

1 23. The method of claim 18 further comprising providing aggregated status information
2 to another application or user interface pattern.

1 24. The method of claim 1 wherein the list of one or more actions comprises specifying
2 whether an action is optional, mandatory or protected.

1 25. The method of claim 1 further comprising enabling the user to specify that the
2 specified procedure requires collaboration among two or more contributors.

3
4 26. The method of claim 1 further comprising enabling the user to determine a guided
5 procedure trigger.

6
7 27. The method of claim 1 further comprising enabling the user to back track to
8 previous actions.

9
10 28. The method of claim 1 further comprising automatically invalidating the specified
11 procedure in selected cases where the guided procedure trigger ceases to exist.

12
13 29. The method of claim 4 wherein modification of the template is aided by a wizard.

1 30. The method of claim 1 further comprising enabling the user to link the specified
2 procedure to a pre-existing procedure definition such that subsequent modifications made
3 to the pre-existing procedure definition are automatically reflected in the specified
4 procedure.

1 31. A system comprising one or more computers configured to:
2 specify one or more actions corresponding to a specified procedure and, for each
3 specified action, one or more resources associated with the action;
4 indicate an action order, including indicating whether two or more of the specified
5 actions are to be performed in an order-dependent manner or in an order-independent
6 manner;
7 present the specified actions to a user in a presentation format; and
8 enable the user to perform the specified action by providing access to the
9 resources associated with the specified procedure.

1 32. The system of claim 23, wherein the specified actions are identified by a process
2 pattern associated with the specified procedure.

1 33. The system of claim 23, further comprising one or more computers configured to:
2 identify one or more common action patterns ;
3 abstract each reusable common action pattern; and
4 provide a template including the abstracted patterns for the specified procedure
5 based on business context.

1 34. The system of claim 33, further comprising one or more computers configured to
2 enable the user to modify the template with ad-hoc collaboration actions based on work
3 practice for a particular business scenario.

1 35. The system of claim 34, further comprising one or more computers configured to
2 enable the user to automatically adapt the template based on collaborative filtering or
3 history tracking.

1 36. The system of claim 31, wherein the action makes a process pattern plug&execute
2 by launching web-based services with semantics and functionality.

1 37. The system of claim 31, further comprising one or more computers configured to
2 enable the user to introduce rules and pre-configure ad-hoc coordination patterns to
3 handle exceptions and dependencies within actions.

1 38. The system of claim 31, further comprising one or more computers configured to
2 enable the user to instantiate a sub-procedure from the specified procedure.

1 39. The system of claim 38, wherein the specified procedure controls the sub-procedure

1 40. The system of claim 31 further comprising one or more computers configured to
2 enable a user to include ad-hoc collaboration actions.

1 41. The system of claim 31 further comprising providing one or more computers
2 configured to provide displays for tracking the status of deliverables, contributors,
3 resources, metrics, accomplish view, forecast view, procedure tree view or the
4 completion of the procedure.

1 42. An article comprising a machine-readable medium storing instructions operable to
2 cause one or more machines to perform operations comprising:

3 specifying one or more actions corresponding to a specified procedure and, for
4 each specified action, one or more resources associated with the action;

5 indicating an action order, including indicating whether two or more of the
6 specified actions are to be performed in an order-dependent manner or in an order-
7 independent manner;

8 presenting the specified actions to a user in a presentation format; and

9 enabling the user to perform the specified action by providing access to the
10 resources associated with the specified procedure.

1 43. The article of claim 42, wherein the specified actions are identified by a process
2 pattern associated with the specified procedure.

1 44. The article of claim 42, further comprising storing instructions operable to cause
2 one or more machines to perform operations comprising:

3 identifying one or more common action patterns ;

4 abstracting each reusable common action pattern; and

5 providing a template including the abstracted patterns for the specified procedure
6 based on business context.

1 45. The article of claim 44, further comprising storing instructions operable to cause
2 one or more machines to perform operations comprising enabling the user to modify the

3 template with ad-hoc collaboration actions based on work practice for a particular
4 business scenario.

1 46. The article of claim 45, further comprising storing instructions operable to cause
2 one or more machines to perform operations comprising automatically adapting the
3 template based on collaborative filtering or history tracking.

1 47. The system of claim 42, wherein the action makes a process pattern plug&execute
2 by launching web-based services with semantics and functionality.

1 48. The article of claim 42, further comprising storing instructions operable to cause
2 one or more machines to perform operations comprising introducing rules and pre-
3 configuring ad-hoc coordination patterns to handle exceptions and dependencies within
4 actions.

1 49. The article of claim 42, further comprising storing instructions operable to cause
2 one or more machines to perform operations comprising instantiating a sub-procedure
3 from the specified procedure.

1 50. The system of claim 49, wherein the specified procedure controls the sub-procedure

1 51. The article of claim 42, further comprising storing instructions operable to cause
2 one or more machines to perform operations comprising including ad-hoc collaboration
3 actions.

1 52. The article of claim 42, further comprising storing instructions operable to cause
2 one or more machines to perform operations comprising providing displays for tracking
3 the status of deliverables, contributors, resources, metrics, accomplish view, forecast
4 view, procedure tree view or the completion of the procedure.

1 53. A method comprising:

2 presenting an administrative-user with a graphical user interface-based application
 3 to generate definitions of procedures;
 4 receiving input from the administrative-user defining a procedure, the received
 5 input to include a list of actions, one or more resources associated with each action, and
 6 an indication that two or more actions in the list are to be performed in an order-
 7 dependent manner or in an order-independent manner;
 8 formatting the list of actions to conform to a designated navigation model; and
 9 associating the defined procedure with one or more roles in a role-based portal
 10 environment.

1 54. The method of claim 53 wherein receiving the input defining the procedure is to
 2 include indications that a plurality of actions are to be performed in an order-dependent
 3 manner and that another plurality of actions are to be performed in an order-independent
 4 manner.

1 55. The method of claim 53 wherein receiving the input defining the procedure
 2 comprises a pre-existing procedure definition.

1 56. The method of claim 53 wherein receiving the input defining the procedure
 2 comprises a link to a pre-existing procedure definition such that subsequent modifications
 3 made to the pre-existing procedure definition are automatically reflected in the defined
 4 procedure.

1 57. An enterprise management consolidation system comprising:
 2 a cross-functional application to provide communication between at least one of
 3 an object modeling tool, a process modeling tool and a user interface tool, wherein the
 4 user interface tool is configured to:
 5 specify one or more actions corresponding to a specified procedure and, for each
 6 specified action, one or more resources associated with the action;

7 indicate an action order, including indicating whether two or more of the specified
8 actions are to be performed in an order-dependent manner or in an order-independent
9 manner;

10 present the specified actions to a user in a presentation format; and
11 enable the user to perform the specified action by providing access to the resources
12 associated with the specified procedure.

1 58. The enterprise management consolidation system of claim 57 wherein the user
2 interface tool is configured to associate deliverables, contributors and resources with an
3 action.

1 59. The enterprise management consolidation system of claim 58 wherein the user
2 interface tool is configured to communicate with a resource finder to locate contributors.

1 60. The enterprise management consolidation system of claim 57 wherein the tool is
2 configured to communicate with a community membership site.

61. The enterprise management consolidation system of claim 57 wherein the tool is
configured to communicate with a personal guru page.